

CLAIM :

5

1. A computerized system for the management of communications between personnel and personnel response time comprising :

a server controlling groupings of busboys, hostesses, waiters, tables and a kitchen or bar by giving target response time and measuring response time ;

10

a wireless two-way communication system linking said grouping of waiters with said grouping of busboys;

a kitchen monitor screen in said kitchen to indicate orders and their preparation time along with the time left for said preparation;

a monitor screen for waiters to monitor order priority;

15

said grouping of waiters with a grouping of tables;

said grouping of waiters with said kitchen;

said grouping of waiters with said bar when said bar is present;

a grouping of tables with a table emitter having one way communication with said server wherein said server receives responses to food and service quality surveys;

20

a grouping of tables with said table emitter having one way communication with said server wherein said server dispatches to said grouping of busboys and said grouping of waiters;

said kitchen having a kitchen pager having two way communication with said grouping of busboys and said grouping of waiters by way of said server;

25

said grouping of waiters having waiter pagers having two way communication with

said grouping of busboys having busboy pagers, by way of said server;
a kitchen barcode reader for acknowledging reception of food order, readiness of
5 food order, paging of waiter and pickup of food order by waiter or busboy, and
sending collected data to said server;
a waiter barcode reader for acknowledging pick up of food;
said server receiving and sending all calls through a transceiver;
a central database to keep track of all transmitted data;
10 said server processing all information received into reports.

2. A computerized system for the management of communications between
personnel and personnel response time as in claim 1 wherein :
all transmissions are through IR.

15 3. A computerized system for the management of communications between
personnel and personnel response time as in claim 1 wherein :
all transmissions are through RF.

20 4. A computerized system for the management of communications between
personnel and personnel response time as in claim 1 wherein :
pagers use signals taken from the group but not limited to lights, beeps, vibrations.

5. A computerized system for the management of communications between
personnel and personnel response time as in claim 1 wherein :

25

said kitchen pager being hardwired to said server.

5 6. A computerized system for the management of communications between
personnel and personnel response time as in claim 1 wherein :
said server processing all information received into printed reports.

7. A computerized system for the management of communications between
10 personnel and personnel response time as in claim 1 wherein :
an entrance pager to indicate the arrival of new clients.

8. A computerized system for the management of communications between
personnel and personnel response time as in claim 1 wherein :
15 a cash register pager situated near the cash register.

9. A computerized system for the management of communications between
personnel and personnel response time as in claim 1 wherein :
only said kitchen can cancel a call from said kitchen pager to said waiter pager.

20

10. A computerized system for the management of communications between
personnel and personnel response time as in claim 1 wherein :
said kitchen barcode reader is divided into a kitchen side barcod reader and a waiter
barcode reader.

25

11. A computerized system for the management of communications between
5 personnel and personnel response time as in claim 1 wherein :
said server measures response time in said kitchen by measuring the time between a
received order in said kitchen to the time said kitchen scans said order into said
kitchen barcode reader.

10 12. A computerized system for the management of communications between
personnel and personnel response time as in claim X wherein :
response time begins when said order is displayed on said kitchen monitor.

13. A computerized system for the management of communications between
15 personnel and personnel response time as in claim X wherein :
response time begins when said order is printed on a printer.

14. A computerized system for the management of communications between
personnel and personnel response time as in claim 1 wherein :
20 said server measures response time of said waiter by measuring the time between
said kitchen has scanned said order into said kitchen barcode reader and the time
said waiter scans said order into said waiter barcode reader.

15. A computerized system for the management of communications between
25 personnel and personnel response time as in claim 1 wherein :

said waiter monitor screen displaying the order on which waiters' names are entered, from top to bottom, from earliest to latest order entered.

5

16. A computerized system for the management of communications between personnel and personnel response time as in claim 15 wherein :
said waiter monitor screen displays table number with associated waiter and time remaining to serve said table.

10

17. A computerized system for the management of communications between personnel and personnel response time as in claim 1 wherein :
said waiter pager having a button to acknowledge another waiter in need that his call for help has been received.

15

18. A computerized system for the management of communications between personnel and personnel response time as in claim 1 wherein :
said grouping of tables with said table emitter having one way communication with said server wherein said server dispatches to said grouping of waiters to ask for the check.

20

19. A computerized system for the management of communications between personnel and personnel response time as in claim 1 wherein :
said waiter pager able to

25

- Receive a new client request, to lock in said table;
5 service requests from said table;
receive a request for the check from said table;
receive a call from said kitchen;
send a request for help to other waiters;
(receive an indication that clients are at the door)
10 receive a call that a waiter will provide help;
send a call to said busboy;
indicate that a new table has been opened;
tells said kitchen when to start preparing a main course.
- 15 20. A computerized system for the management of communications between
personnel and personnel response time as in claim 1 wherein :
said server measures response time between a new client calling said waiter and the
time said waiter or said grouping of waiters answers and a penalty for slow response
time;
20 said server having a series of preset average times taken by clients to eat so as to
page said waiters.